

## COORDINATING DRAFT

### ANNEX H PUBLIC INFORMATION

- PRIMARY AGENCIES:** Office of the Governor  
Washington State Military Department  
Emergency Management Division
- SUPPORT AGENCIES:** Washington State Department of Agriculture  
Washington State Department of Ecology  
Washington State Department of Health  
Washington State Department of Natural Resources  
Washington State Patrol  
Washington State Department of Transportation  
Other Agencies as Required

## I. INTRODUCTION

### A. Purpose

To provide a Washington State public information plan for use during the recovery phase of an emergency or disaster.

### B. Scope

Information will be a key factor in assisting people in Washington State and the local jurisdictions to return their lives to normal, in reassuring the public that government is working quickly and effectively on their behalf, and in correcting rumors and misinformation that may arise during the long and involved recovery process. The Washington State Military Department, Emergency Management Division (EMD) carries out public information and public education activities throughout the state on an ongoing basis, and in coordination with Oregon jurisdictions, and the regional and national offices of the Federal Emergency Management Agency (FEMA). Public Information Officers (PIOs) for state agencies regularly train and exercise staff and resources that would be used during response and recovery activities.

## II. POLICIES

Washington State's public information activities are guided by the *Washington State 1996 Comprehensive Emergency Management Plan (CEMP)*, the Emergency Management Division's *Emergency Operations Plan (1996)*, the *1997 Integrated Fixed Facility Radiological and Chemical Protection Plan*, and the *Umatilla Joint Information Center Operations Plan (1997)*.

**COORDINATING DRAFT****III. SITUATION****A. Emergency/Disaster Conditions and Hazards**

1. The recovery process will begin immediately following the initial response to an accident.
2. The Washington Emergency Information Center (WEIC) as well as any multi-jurisdictional Joint Information Center (JIC) that is created will be operational and ready to publicize reentry and recovery instructions, and respond to public and media inquiries about the process.

**B. Planning Assumptions**

1. The recovery process will place great demands on staffing the WEIC.
2. Federal public information assistance will be required immediately upon establishment of a JIC.
3. A great deal of information needed during the recovery process will be available ahead of time.

**IV. CONCEPT OF OPERATIONS****A. General**

The WEIC will serve as the focal point for Washington State government in accordance with the EMD CEMP and Standard Operating Procedures. They will work with state agencies to ensure accurate and timely information reaches Washington citizens and the media throughout the recovery process. The Washington public information team will work in and with a JIC in accordance with that organization's operations plan. Much of the information for the public and media will need to be in multiple languages. Methods that will be used to disseminate information to the residents of affected communities will include:

1. News conferences and public meetings.
2. Editorial board meetings and one-on-one media calls.
3. Hotline phone teams.
4. The Internet.
5. TV and radio public service announcements.
6. PIO escorts for media tours.
7. Publications such as news releases, fact sheets, backgrounders, posters, flyers, brochures, and tabloid newspapers.

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8. Door-to-door campaigns (for specific hot issues so questions can be answered immediately and personally).
9. TV programs on local cable station.
10. Public workshops on subjects such as replacement housing and financing, legal issues, applying for federal disaster assistance vs. making damage claims, etc.

### **B. Organization**

1. The WEIC will be organized as shown in Figure 1, page 8.
2. The WEIC manager will discuss staffing and information needs with the Emergency Operations Center (EOC) Supervisor.
3. The WEIC manager will coordinate staffing of the Decision-Maker Liaison with the Governor's Communications Director or his/her designee.
4. Additional public information staffing for the WEIC will be filled under the Core Team concept, utilizing information staff from other state agencies with emergency response functions. Core Team members include:
  - a. Washington Military Department.
  - b. Washington State Patrol.
  - c. Washington Department of Health.
  - d. Washington Department of Agriculture.
  - e. Washington Department of Ecology.
  - f. Washington Department of Natural Resources/Department of Corrections.
5. Priority tasks for the WEIC will be the production of as many as four updates daily, (6 a.m., 11 a.m., 4 p.m., 9 p.m.) in coordination with county and federal disaster information programs, and JICs. Updates will be faxed to media and affected agencies. Press conferences and the Emergency Alert System will be used as necessary.
6. Priority of WEIC staffing will be as follows:
  - a. Managers, including assistant WEIC manager.
  - b. Information team, including manager and writers/researchers.
  - c. Media team, including the manager and medial liaisons.

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- d. Support team.
- e. Phone team, including the manager and liaisons.

**C. Procedures**

1. Through the WEIC and any JIC that is operational, the Washington State public information team will help produce information and respond to inquiries about a myriad of activities during reentry, including the following possibilities:
  - a. Identification of Food Control Areas (FCAs) or other restricted areas.
  - b. Conduct of:
    - (1) Access control for evacuated areas.
    - (2) Monitoring, sampling, and analyzing soil, air, and water in evacuated areas to determine which portions are contamination free and which are contaminated and will be designated as relocation areas.
    - (3) Monitoring of chemical, radiological, or other contamination to persons, animals, vehicles, facilities, land and travel routes.
    - (4) Decontamination of persons, animals, vehicles, facilities, land and travel routes.
    - (5) Care of livestock in evacuated areas and dealing with livestock carcasses, if any.
    - (6) Control of foodstuffs and water in FCAs.
    - (7) Monitoring of the safety of emergency workers.
    - (8) Allowance of the reentry of public to previously evacuated areas once the areas are declared contamination free.
2. Through the WEIC and any JIC, the Washington State public information team will help produce information and respond to inquiries about a myriad of activities during recovery, including the following possibilities:
  - a. Providing escorts to any state sampling teams.
  - b. Conducting access control to the relocation areas.
  - c. Provision of:

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- (1) Emergency shelters.
  - (2) Temporary housing.
  - (3) Replacement housing.
- d. Controlling foodstuffs and water in FCAs.
- e. Removal of :
  - (1) Controls on foodstuffs, water and livestock, when possible.
  - (2) Access control to relocation areas, when possible.
- f. Clearance for the public to return to their homes when the danger has passed.
- g. Initiation of the recovery process.
- h. Establishment of disaster application centers.
- i. Coordination of:
  - (1) The Army's damage claims process, for a Chemical Supply Emergency Preparedness Program (CSEPP) event.
  - (2) Damage claims submission with Energy Northwest insurers for a radiological incident at Washington Nuclear Project Number Two (WNP-2).
  - (3) Damage claims submission with the US Department of Energy-Richland Operations (USDOE-RL) facility on the Hanford Reservation.
- j Involvement of community and social service agencies.
- k. Restoration of essential services
- l. Resumption of school activities.
- m. Recording of costs for reimbursement.
- n. Hosting of official visitors and delegations.
- o. Conduct of:
  - (1) Hazards evaluations.
  - (2) Building safety assessments.

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- p. Resolution of long-term recovery issues.
- q. Preparation of hazard mitigation plan.
- r. Issuance of building permits.
- s. Development of repair ordinances.
- t. Resumption of business activities.
- u. Proposed long-term economic recovery activities.

### V. RESPONSIBILITIES

#### A. Primary Agencies

##### 1. Office of the Governor

The Governor's Communications Director will be the lead emergency PIO for Washington State. With the support and assistance of public information officers from the state EMD, she or he will serve as lead spokesperson for the state and oversee the state's emergency public information activities during reentry and recovery.

##### 2. Washington State Military Department, Emergency Management Division

While the Military Department's lead public affairs officer serves as the department's liaison to the Governor's Communications Director, the lead PIO for EMD serves as the direct support person to the Governor's Communications Director for the state's emergency public information effort. Accordingly, EMD's lead PIO directs the state's emergency public information activities at the state EOC and any JIC that may be in operation.

#### B. Supporting Agencies

##### **Washington State Departments of Agriculture, Ecology, Health, Natural Resources, Transportation, Washington State Patrol, Other Agencies as Required**

In accordance with the state CEMP, every state agency may be called upon to provide public information officers, support staff, or other resources. However, several agencies have more direct responsibilities in emergency response because of the technical areas they cover:

- 1. Core agencies: the state Departments of Agriculture, Ecology, Health, Natural Resources, Transportation, and the Washington State Patrol.

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2. Other key agencies who have augmentation roles or whose PIOs have trained, exercised and/or activated with EMD: the state Departments of Community, Trade and Economic Development; Employment Security; Fish and Wildlife; General Administration; Revenue; and Veterans' Affairs; and the Office of Financial Management.

### **V. RESOURCE REQUIREMENTS**

None.

### **VI. REFERENCES**

FEMA Emergency Information Field Guide.